

NEOS Access Services Committee Meeting

January 11, 2021

Minutes

Attending: Lana Thompson (MacEwan) (Chair), Scott Davies (UofA ITS), Barbara Mahoney (RDC), Paul Pype (AGL), Elaine Coupland (UofA ITS), Natalya Brettle (UofA), Kathleen Brennan (Keyano), Kaitlin Kirk (NLC), Samantha Nugent (NorQuest), Roberto Pellegrino (AB Innovates), Kathy Williams (Lakeland), Wilmer Tenerife (Burman), Melanie Belliveau(AHS), Debbie Quast (Concordia), Cayla Thorlakson (Vanguard), Bonita Bjornson (King's), Amanda Willis (GPRC), Jim Derksen (Newman), Kelsey McMann, (Olds), Anne Carr-Wiggin (NEOS)

Regrets: Covenant

The agenda was approved by consensus.

The minutes from the November 24, 2020 meeting were approved by consensus.

Plans for lockdown and reopening

With the new provincial pandemic restrictions, some campuses have locked down more completely. The University of Alberta is requiring all staff to work from home which means that NEOS Connect must be suspended until sorting staff can go back to RCRF. Some libraries are completely open or open for pickup of materials.

Current situation in libraries:

MacEwan:

- Library closed; takeout
- Tech support desk open
- Doing textbook and laptop lending
- Revised hold pick up notices to Primary clients
- Hope to reopen soon after restrictions lifted and resume same services as fall

King's

- Library closed, pickup at campus reception desk
- Would like to go back to holds for only primary users
- Hope to reopen soon after restrictions lifted and resume same services as fall
- Book drop open to all

UAL

- Had originally planned to open service desk in Cameron, now pushed forward to late January
- Library closed, **no** curbside, no "group" study spaces
- Hope to reopen soon after restrictions lifted and resume same services as fall
- Natalya will see about developing a "quick ref" version of current status form/sheet

RDC

- Fully open
- 90 study spots available
- College at 35% capacity for in person classes

Vanguard

- Library closed, curbside, same situation as in June

Newman

- Library open for NTC students, pickup on table outside includes Secondary and External
- No study areas
- Book drop open to all

Lakeland

- Waiting to hear from Covid committee how long closure will be
- No curbside
- Book drop not open to non-Lakeland students

Concordia

- Library closed, **no** curbside, working on arranging pickup at the security desk
- Hoping for Jan 25 reopening if restrictions lifted
- Book drop not open to non-Concordia students

AGL

- Library closed. Staff offsite until at least Jan 22.
- Ad hoc service for primary clients; will start providing regular service by interdepartmental mail/pickup once NEOS Connect resumes.

Alberta Innovates

- Whole building closed to public
- Someone on site but not able to ship till NEOS Connect resumes
- No book drop off

Olds

- Library closed, pickup
- Book drop accessible to non-Olds students

Burman

- Campus locked down
- Hope to reopen soon after restrictions lifted
- Book drop outside and accessible to non-Burman students

GPRC

- Library closed, **no** curbside,
- Book drop not accessible

NorQuest

- Library closed, pick up service for primary clients + online service
- Book drop open to primary clients
- ILL operating
- Scan on Demand service for Reserve book chapters, primary clients only
- Will return to in-person service by seat booking when possible

Keyano

- Library closed

- Book drop is open
- Staff going in to scan print books and provide loanable tech to students
- Hope to reopen soon after restrictions lifted

AHS

- All staff still working from home
- All sites still closed
- Book drops are only open to staff working on site
- Reopening procedure is complete but there is no reopening date as of yet

Handling the situation until NEOS Connect can resume

Elaine mentioned that there are lots of holds in the system and January 25th is the current earliest date for reopening NEOS Connect. By Jan 18 we may know more. She suggested that the best solution is to only allow holds/borrowing on own collection, as we did in the spring and summer.

The group agreed:

- Limit holds/borrowing to primary clients
- Keep reports and notices running
- No recalls

Note: after the meeting the group agreed via email to extend due dates to January 31 to avoid problems with renewing items.

Next meeting: January 26, 2 pm